



CABINET FOR HUMAN RESOURCES
COMMONWEALTH OF KENTUCKY
FRANKFORT 40621

DEPARTMENT FOR SOCIAL INSURANCE
"An Equal Opportunity Employer M/F/H"

KASES Network Memo No. 4

TO: Staff, Division of Child Support Enforcement
All IV-D Agents

FROM: Maxine Stricker, Director
Division of Child Support Enforcement

DATE: March 20, 1992

SUBJECT: Contacts for Questions on Navigation, Policy and
Procedure, and/or Security Issues

Area caseworkers and contracting officials who have questions about navigation, policy and procedure, and/or security issues for the Kentucky Automated Support and Enforcement System (KASES) are to contact the sources described in this memo.

Area caseworkers and contracting officials are to direct questions concerning navigation to the KASES HELP DESK by calling 502/564-5339.

Contracting officials are to direct general questions and concerns regarding policy and procedure to their program compliance analysts. Specific questions about IV-D cases are to be directed to the appropriate area office caseworker.

Security is maintained within KASES through the user log-on identification (ID) and password. The user ID is associated with a user sign-on profile which contains the worker ID and functions available to that person.

Contracting officials are to direct questions about the following list of security issues to Ms. Louise Schrader, Supervisor, Contract Operations Section, or Ms. Carmen Johnson. The telephone number is 502/564-2285, extension 434.

- Adding worker to the system, which involves issuing a user ID;
- Changing the worker type from one classification to another classification; and
- Voiding the user ID of worker who is no longer working in the child support program.

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Area caseworkers and contracting officials are to direct questions about security issues which deal with expired or revoked passwords to the Cabinet for Human Resources Office of Administrative Services. The telephone number is 502/564-8025.

DCSE STAFF AND CONTRACTING OFFICIALS WHO HAVE NOT IMPLEMENTED KASES ARE TO SAVE AND FILE THIS MEMO FOR FUTURE REFERENCE.

Retention: Until Superseded.

Inquiries: DCSE Staff - Supervisors
IV-D Agents - Compliance Analysts